

02-28-07

RCE
JFW

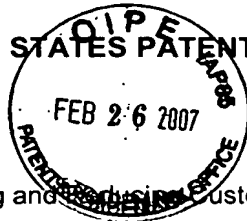
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Michael P. Lilly et al.

Serial No: 09/690,566

Filed: October 17, 2000

For: System and Method for Determining and Managing Customer Service Impact



GAU: 3623

Confirmation No. 1577

Examiner: Beth Van Doren

Request For Continued Examination (RCE) Transmittal

Mail Stop RCE

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

EXPRESS MAIL LABEL NO: EV970698606US

Date of Deposit: February 26, 2007

EV970698606US

This is a Request for Continued Examination (RCE) under 37 CFR 1.114 of the above-identified application.

Request for Continued Examination (RCE) practice under 37 CFR 1.114 does not apply to any utility or plant application filed prior to June 8, 1995, or to any design application. See Instruction Sheet for RCEs (not to be submitted to the USPTO) on page 2.


1. Submission required under 37 C.F.R. § 1.114. Note: If the RCE is proper, any previously filed unentered amendments and amendments enclosed with the RCE will be entered in the order in which they were filed unless applicant instructs otherwise. If applicant does not wish to have any previously filed unentered amendment(s) entered, applicant must request non-entry of such amendment(s).
 - a. ☐ Previously submitted. If a final Office action is outstanding, any amendments filed after the final Office action may be considered as a submission even if this box is not checked.
 - i. ☐ Consider the amendment(s)/reply under 37 C.F.R. § 1.116 previously filed on _____
 - ii. ☐ Other: _____
 - b. ☒ Enclosed
 - i. ☒ Amendment/Reply
 - ii. ☐ Affidavit(s)/Declaration(s)
 - iii. ☐ Information Disclosure Statement (IDS)
 - iv. ☐ Other: _____
2. Miscellaneous.
 - a. ☐ Suspension of action on the above-identified application is requested under 37 C.F.R. 1.103(c) for a period of _____ months. (Period of suspension shall not exceed 3 months; Fee under 37 CFR 1.17(i) required).
 - b. ☒ Other: Petition for Extension of Time, Fee Calculation Sheet
3. Fees. The RCE fee under 37 CFR 1.17(e) is required by 37 CFR 1.114 when the RCE is filed. The Director is hereby authorized to charge the following fees, or credit any overpayments, to:
 - a. ☒ Deposit Account No. 02-2555
 - i. ☒ RCE fee required under 37 C.F.R. 1.17(e)
 - ii. ☒ Extension of time fee (37 CFR 1.136 and 1.17)
 - iii. ☐ Other: _____
 - b. ☐ Check in the amount of \$ _____ enclosed.
 - c. ☐ Payment by credit card (Form PTO-2038 enclosed).

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

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Date: February 26, 2007

Respectfully submitted,


Bruce D. George
Registration No. 43,631

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